

CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of claims:

1 - 17. (cancelled)

18. (new) A communication system in which a user apparatus and a service providing apparatus are capable of communicating with each other via a network:

said user apparatus comprising,

image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem;

problem details input means for inputting details of the problem which occurred in said image forming apparatus;

display means for displaying said problem details and a list of concerning problem degrees;

selection means for selecting a problem degree from said list; and

transmitting means for transmitting said selected problem degree to the service providing apparatus:

said service providing apparatus comprising:

receiving means for receiving the problem degree from said user apparatus; and

analyzing means for analyzing said received problem degree.

19. (new) A communication apparatus, comprising:

image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem;

problem details input means for inputting details of the problem which occurred in said image forming apparatus;

display means for displaying said problem details and a list of concerning problem degrees;

selection means for selecting a problem degree from said list; and

transmitting means for transmitting said selected problem degree to an external apparatus.

20. (new) A communication apparatus according to claim 19, further comprising receiving means for receiving designation information concerning the problem degree transmitted from said transmitting means from said external apparatus.

21. (new) A communication apparatus according to claim 19, accommodating an image forming apparatus.

22. (new) A method of controlling a communication apparatus, comprising:
an image forming apparatus information input step of inputting information for identifying an image forming apparatus having a problem;
a problem details input step of inputting details of the problem which occurred in said image forming apparatus;
a display step of displaying said problem details and a list of concerning problem degrees;

a selection step of selecting a problem degree from said list; and
a transmitting step of transmitting said selected problem degree to an external
apparatus.

23. (new) A computer-readable program comprising program codes for
controlling a communication apparatus, comprising:

an image forming apparatus information input step of inputting information for
identifying an image forming apparatus having a problem;

a problem details input step of inputting details of the problem which occurred in
said image forming apparatus;

a display step of displaying said problem details and a list of concerning problem
degrees;

a selection step of selecting a problem degree from said list; and

a transmitting step of transmitting said selected problem degree to an external
apparatus.